



**READ AND KEEP THESE IMPORTANT INSTRUCTIONS**

Whole Room Heater Owner's Guide

**LEA Y TENGA EN CUENTA ESTAS INSTRUCCIONES IMPORTANTES**

Guía del propietario el calentador para ambientes

[www.vornado.com](http://www.vornado.com)

models VH103 and AVH2

Assembled, Designed, and Supported in Andover, Kansas.  
Montaje, diseño y soporte realizado en Andover, Kansas.

Questions or comments?  
¿Preguntas o comentarios?



[www.vornado.com](http://www.vornado.com)



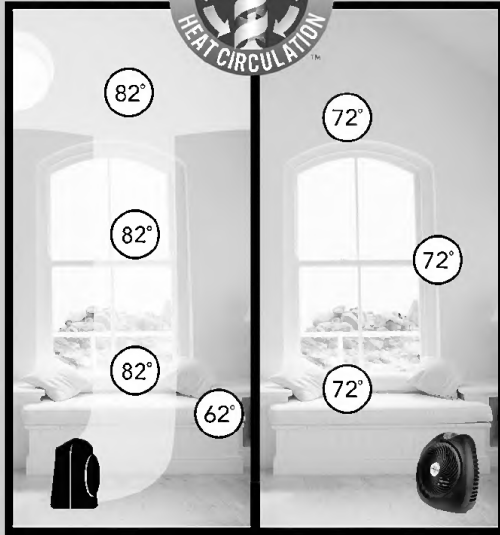
[consumerservice@vornado.com](mailto:consumerservice@vornado.com)



1.800.234.0604

## Vornado® Vortex Action

**Ordinary Heater**  
Without Adequate  
Heat Circulation



**Vornado Whole Room Heater**  
With Signature Vortex Heat  
Circulation

**Maintains room temperature using less energy**  
Simply set the temperature to the desired setting. The VH103 and AVH2 will begin to raise all of the room's air temperature to the selected setting. When the temperature is reached, the heater automatically lowers heat output and fan speed to precisely maintain the set temperature.

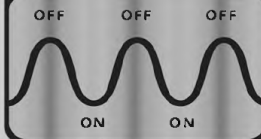
### Eliminates hot & cold spots with intelligent heat control

Ordinary heaters cycle on and off, leaving pockets of warm and cold air in a room. The VH103 and AVH2 provide only the heat you need, when you need it, maintaining your desired room temperature.

### VH103 and AVH2

CONTINUOUS UNIFORM  
ROOM TEMPERATURE

### ORDINARY SPACE HEATERS



## Trust.

It is said that trust isn't given, but earned. For decades Vornado has been earning the trust of our customers by offering them only the best. Vornado provides the highest level of performance, coupled with the highest level of support available. Complete satisfaction with no exceptions – this is Vornado's promise to you. If you are not satisfied for any reason, please contact us. Knowledgeable representatives are available at 1-800-234-0604 from 8:00 AM to 5:00 PM CST. A wealth of additional support is also available online at [www.vornado.com](http://www.vornado.com). On behalf of myself and the entire staff at our Andover, Kansas headquarters – thank you for selecting Vornado.

Sincerely,  
Bill Phillips  
CEO, Vornado Air



Flippi™



Whole Room Air Circulators



Whole Room Humidifiers

## Leaders In Airflow Technology™

Products and support are available online at [www.vornado.com](http://www.vornado.com)



Whole Room Air Purifiers



Zippi™



Whole Room Heaters

# IMPORTANT INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE USING THIS HEATER.

Please visually inspect all internal and external components before connecting to electric current. If any damage is found, DO NOT USE THIS UNIT and contact Vornado Air LLC at 1-800-234-0604.

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- EXTREME CAUTION IS NECESSARY WHEN ANY HEATER IS USED BY OR NEAR CHILDREN OR INVALIDS AND WHENEVER THE HEATER IS LEFT OPERATING UNATTENDED.
- FOR RESIDENTIAL USE, INDOOR ONLY. NOT FOR USE IN ANIMAL PENS OR OUTDOOR BUILDINGS.
- Use this heater only as described in this owner's guide. Any other use not recommended by Vornado® may cause fire, electric shock or injury to persons.
- Operate this heater only in its upright position.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- Do not operate this heater on an elevated surface such as a shelf or desktop. Use only while placed on the floor.
- A heater has hot and arcing or sparking parts inside. Do not use the heater in areas where gasoline, paint or flammable liquids are used or stored.

- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater.
- Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and curtains away from the front, sides, and rear of the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft or uneven surfaces, like a bed, couch, etc., where openings may become blocked.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
- This heater is equipped with a thermal safety shut-off system, designed to turn off the heater when an internal overheating condition is detected (see How To Use "RESETTING YOUR VORNADO HEATER," to determine how to check and reset the heater).
- This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.
- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).

## SAVE THESE INSTRUCTIONS

# IMPORTANT INSTRUCTIONS (continued)

## READ ALL INSTRUCTIONS BEFORE USING THIS HEATER.

- ▶ Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to Vornado for examination, electrical or mechanical adjustment, or repair.
- ▶ Always unplug heater when not in use. To disconnect heater, set the POWER switch to OFF, then remove plug from outlet.
- ▶ Do not operate this product with any electronic speed-control device on the same circuit.
- ▶ Do not use heater to dry human or animal hair/fur or articles of clothing.
- ▶ Do not leave an operating heater unattended and always unplug heater when not in use.
- ▶ Heaters should be kept away from children and not be placed in a child's room without supervision.

## SAVE THESE INSTRUCTIONS

### How To Use

Using your Vornado® Heater is easy. Just follow these simple steps:

1. Position your heater so the vortex beam of warm air is directed across the room unobstructed. Position it in a location that is representative of the room temperature. The unique side-angled air inlets allow the heater to be placed closer to walls than possible with most ordinary heaters (but do not place close to combustibles). Avoid areas of temperature extremes such as cold drafts and heat registers. Please refer to **IMPORTANT INSTRUCTIONS** at the beginning of this owner's guide.
2. Plug the power cord into a standard wall outlet.
3. Set the POWER switch to ON.
4. Turn the THERMOSTAT knob to the desired setting.

*Your VH103 and AVH2 will generate only the heat required to obtain and maintain the set temperature.*

### Care and Maintenance

- ▶ Your heater has no user serviceable parts. Do not disassemble the unit – it will void your warranty. If service is required, return your heater to Vornado (see Warranty section).
- ▶ The motor is permanently lubricated and requires no oiling.
- ▶ Because your heater moves a substantial amount of air, it will require regular cleaning. Be sure to unplug the unit prior to any cleaning activity. Use a vacuum cleaner with the brush attachment to clean any accumulated dust on the front grill and the side air inlets.
- ▶ During the off-season or extended periods of non-use, store your heater. Unplug the unit and bundle the cord. Save the plastic bag the heater was shipped in so you can cover the unit and minimize settling dust.

## VH103 and AVH2 Operating Controls



- 1 POWER ON/OFF**  
Illuminated when the unit is ON.
- 2 THERMOSTAT**  
Allows you to select your desired comfort level.
- 3 FAN**  
In the AUTO position, both fan speed and heat output will vary.  
In the CONT. position, the fan runs continuously, regardless of the heat output.
- 4 HEAT**  
LOW HEAT 750 watts, HIGH HEAT 1500 watts

## RESETTING YOUR VORNADO® HEATER

Your Vornado Heater has a multi-level safety shut-off system designed to prevent overheating. Overheating may occur when the inlets or outlet are blocked, a foreign object prevents the blade from turning, or the appliance tips over. If this happens, the safety shut-off system will cut power to the heat element and you will need to manually reset the heater.

1. Set the POWER switch to OFF and unplug the unit.
2. Remove any obstructions.
3. Wait 5-10 minutes, allowing the unit to cool down.
4. Plug in the unit and place in desired position.
5. Set the POWER switch to ON. Your Vornado Heater should now function normally.

If the safety shut-off system repeatedly shuts off your heater or if it will not reset after following the above procedure, **DO NOT ATTEMPT TO DISASSEMBLE THE UNIT.** Call Vornado Consumer Services Department toll-free at 1-800-234-0604.



## Operating Tips

- In smaller areas, you might prefer to set the FAN switch to AUTO. In the AUTO position, the fan will come on only when the heat element is on.
- In larger spaces, your Vornado® Heater, will function most effectively with the FAN switch set to HIGH or CONT. In the HIGH or CONT. position, the vortex beam of air will gently keep the air circulating in the room for even, uniform heating.
- Your heater can function as a personal fan for cooling. Set the THERMOSTAT to FAN ONLY and set the FAN switch to HIGH or CONT.
- Your heater, like any other 1500 watt electric heater, draws up to 12.5 amps of electric current. If using your heater on HIGH HEAT causes your home's circuit breaker or fuse to trip, we offer the following suggestions:
  1. Try turning off other electrical appliances that run on the same circuit as your heater.
  2. Run your heater on LOW HEAT.
  3. Have your electrician add an additional circuit to your home's electrical system.
- **When the room temperature is higher than the set temperature, it is normal and correct to have little to no heat coming out of your VH103 or AVH2. When the unit is first turned on, there is a slight delay before heat will start to be produced.**

**ALWAYS USE COMMON SENSE WHEN USING THIS AND/OR ANY ELECTRICAL APPLIANCE**

## Advanced Safety Features



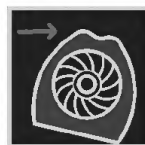
**TIGHT GRILL SPIRALS**  
Resists curious fingers.



**COOL TOUCH CASE**  
Safe to touch, even on high heat setting.



**AUTOMATIC SAFETY SHUT OFF SYSTEM**  
If airflow becomes blocked, power to the heating element is shut off to prevent overheating.



**TIP-OVER PROTECTION**  
If tipped over, power to the heating element and fan motor is reduced to prevent overheating.



**IDEAL 120°F EXIT AIR TEMPERATURE**  
Warm enough to heat an entire room.

## Vornado Air LLC 5-Year Limited Warranty

Vornado Air LLC ("Vornado") warrants to the original consumer or purchaser that this VH103 or AVH2 heater ("Product") is free from defects in material or workmanship for a period of five (5) years from the date of purchase. If any such defect is discovered within the warranty period, Vornado, at its discretion, will repair or replace the Product at no cost if the Product is returned to Vornado postage-paid. Repairs not covered by the warranty or outside the warranty period will require a fee to cover the cost of materials, handling and shipping.

This warranty does not apply to defects resulting from abuse of the Product, modification, alteration, repair or service of the Product by anyone other than Vornado, mishandling, improper maintenance, commercial use of the Product, damages which occur in shipment or are attributed to acts of God.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. VORNADO SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

For warranty or repair service, call 1-800-234-0604 or email [consumerservice@vornado.com](mailto:consumerservice@vornado.com) to obtain a Return Authorization ("RA") form. Please have or include your Product's model number and serial number, as well as your name, address, city, state, zip code and phone number when contacting Vornado for warranty service. You may be required to provide the original sales receipt. For your records:

Staple or attach your original sales receipt to this Owner's Guide. Please also write your Product's serial number below (located on product specs decal).

Serial No. \_\_\_\_\_

After receiving the RA form, ship your Product to:

Vornado Air LLC  
Attn: Warranty & Repair  
415 E. 13th Street  
Andover, KS 67002

To assure proper handling, packages must be clearly marked with the RA number. Packages not clearly marked with the RA number may be refused at the receiving dock.

Please allow 1-2 weeks for repair and return of your Product after the Product is received.

Product registration available online at [www.vornado.com](http://www.vornado.com)  
© 2009 Vornado Air LLC Andover, KS 67002  
Specifications subject to change without notice.  
Vornado® is a trademark owned by Vornado Air LLC.  
Designed, Engineered and Assembled in the U.S.A.

Vornado Consumer Services



[www.vornado.com](http://www.vornado.com)



[consumerservice@vornado.com](mailto:consumerservice@vornado.com)



1-800-234-0604